

**From:**  
**To:**  
**Date:** 10/22/2008 10:31 PM  
**Subject:** Questar Dispute - corrected copy

I made a few typos in the first one. I have corrected them below.

Winifred Wilson

----- Forwarded Message: -----

**From:**  
**To:**  
**Subject:** Questar Dispute  
**Date:** Thu, 23 Oct 2008 04:27:48 +0000

Thank you for the opportunity to provide my input to the matter as I had to work today and could not attend the public hearings on the Questar matter.

My points are as follows:

1. Each month my statement from Questar clearly shows my usage history over the past twelve months and a comparison of the previous year and current year of the decatherms/day. As a customer for the past 21 years, I have a pretty good idea of what my bill will be according to the temperature and frequency of use. I also save my copy of the statement each month for a few years and will compare them especially for the colder months. I find it very hard to believe that the customers who were under billed did not know, on some level, that their bill should have been higher. I'm sure if they had been over billed they would have called and complained. Why did they not call when they were under billed? It's a two-way street.
2. I do not think I should bear any cost, even \$.40, for Questar and the customer's mistake. Questar certainly has a larger share of the blame for not checking the transmitters sooner. Why did the company not check them in one month after they were installed instead of waiting for two years according to the Tribune article? That is poor quality control on Questar's part and the company should be responsible for some of the cost incurred. We rely on our public utilities to maintain high standards for the services they provide especially when they are making such high incomes.
3. The customers under billed still used the gas and should be responsible for the cost. If these customers had not been paid in full for some service they provided to other people I know they would want to be paid in full.
4. Questar certainly needs to pay a reasonable penalty for it's failure to have quality controls in place to prevent something of this magnitude from happening. The customers who were not charged properly still used the gas and received the benefit thereof.

Proposal - My suggestion is that Questar give all the customers under billed a 10% discount on the under billed amount and spread the remaining balance over 12 months with no interest charged until the balance is paid. We customers who were billed properly should not be charged anything.

And while I'm at it, I think Questar, Rocky Mountain Power and Qwest should include a copy of their end-of-year income statements and balance sheets with the January bills so we can see what is really going on with these utilities.

Thank you,  
Winifred M. Wilson